

# **GROWTH** with You in Mind

## ANNUAL REPORT **2024**



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# The Board of Directors



Linda Kennedy  
**BOARD CHAIR**



Jason Larter  
**BOARD VICE CHAIR**



Tim Dunne  
**BOARD TREASURER**



Linda Dhaemers  
**BOARD SECRETARY**



David Bosman  
**BOARD MEMBER**



James Kisner  
**BOARD MEMBER**



Paige Shockley  
**BOARD MEMBER**

# Executive Leadership

**President/Chief Executive Officer**  
Eric Renaud

**Chief Experience Officer** Celyna Cervantes

**Chief Credit Officer** Adam Coggschall

**Chief Operating Officer** Bruce Barnett

**Chief People Officer** Sarah Holt

# The Committees

## Supervisory Committee

Michael Klinicki, <i>Chair</i>	Rudy Ingersoll
David Finerson	Paige Shockley
Matthew Goldie	Victor Thornton, RETIRED IN 2024

## Finance Committee


Tim Dunne, <i>Chair</i>	James Knoff, RETIRED IN 2025
David Bosman	Jason Larter
James Kisner	Paige Shockley





## President Receives Prestigious Award

Eric Renaud was among several other impressive nominees in the Executive Leadership category, which recognizes exceptional leaders who have steered their credit union with vision, integrity, and innovation. This award is a testament to Eric's outstanding commitment to member service, community impact and organizational growth.



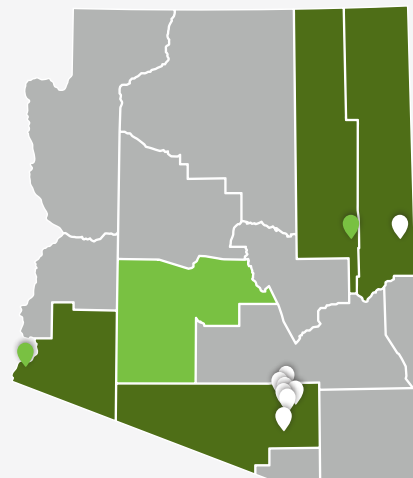
 **Dividends Paid**  
**\$20,529,009**  
*a 92% increase from 2023*

**New Members**  
**7,485**  


 **Total Loans Granted**  
**\$231MM**

**2**  
**New Branches**  
*10 Total Branches*

**1**  
**County Entered**  
*5 Total Counties Served*



## Membership Impact

## 2024 Annual Meeting Minutes

Ms. Linda Kennedy, Board Chair, opened the official business meeting at 6:05 p.m. She asked Mr. Jason Larter, Board Vice Chair, for confirmation that a quorum had been met to proceed with an official qualified business meeting. Mr. Larter announced that a quorum had been met.

Ms. Kennedy asked for a motion to approve the Annual Meeting Minutes from May 23, 2023, as printed. A motion was made, seconded, and the motion passed. She then asked if there was any Old Business, there was none.

Ms. Paige Shockley, Supervisory Committee Chair, provided a recap of the Supervisory Committee Report. The full report was printed on page 7 of the Annual Report.

Next, a recap of the Finance Committee Report was provided by Mr. Tim Dunne, Board Treasurer & Finance Committee Chair. The full report was printed on page 11 of the Annual Report.

Mr. Kennedy asked if there was any New Business, there was none. She then introduced Eric Renaud, President/CEO of the Credit Union.

Mr. Renaud reported on the state of the Credit Union, he provided a recap of the financials, and highlighted financial trends, community impact, membership enhancements, awards received, growth to include having entered Navajo and Yuma counties digitally with branch locations coming in 2024. Mr. Renaud concluded his report announcing the recent acquisition of Republic Bank of Arizona. He then allowed time to answer questions from members present.

Next, Ms. Linda Dhaemers, Board Secretary and Governance & Nominations Committee Chair, announced that Mr. Jim Kisner, Mr. Dave Bosman, and Mr. Jason Larter were re-elected by acclamation to a three-year term.

Lastly, Ms. Kennedy thanked the members, member volunteers, and employees for attending the annual meeting. The official business meeting was adjourned at 6:40 p.m. ■



**2024 Credit Union Times  
Luminaries Award**  
*Eric Renaud, CEO*



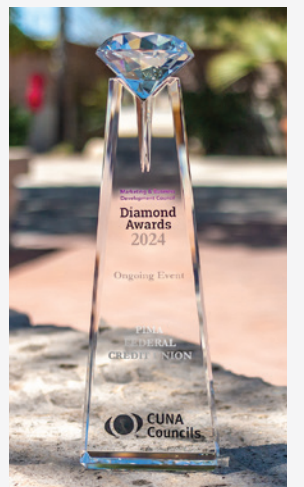
**Tucson Media Partner's  
2024 Top Workplace**



**Readers' Choice 2024:  
Tucson's Best  
Bank/Credit Union**



**Cigna's 2024 Healthy  
Workforce Designation  
Silver**



**2024 Diamond Award:  
Ongoing Event  
The Pima Federal  
Golf Classic**

## Awards

# Our Chairman & President/CEO

Dear Valued Members,

As we reflect on 2024, we are filled with immense pride and gratitude for the remarkable achievements and milestones Pima Federal Credit Union has accomplished this year. Your unwavering support and trust have been the cornerstone of our success, and we are excited to share some of the highlights from this past year.

**Expansion and Growth** This year, we celebrated the grand openings of our new branches in Yuma and Pinetop, Arizona. These expansions allow us to serve more members in these communities, providing greater access to our financial products and services.

**Community Impact** Our commitment to giving back to the community remained strong in 2024. We raised \$78,000 through our annual Golf Classic, which will support various local initiatives. Additionally, we awarded \$10,000 in education scholarships to deserving students, helping to foster the next generation of leaders.

**Financial Performance** Pima Federal continued to demonstrate robust financial health. We ended the year with solid net income, reflecting our prudent financial management and dedication to providing value to our members. We reached \$1.27B in total assets, serving more than 68,000 members. Our total assets and deposit balances saw significant growth, further strengthening our financial foundation.

**Member-Centric Initiatives** We introduced several new programs designed to enhance your banking experience. Our zero down payment program for first-time homebuyers has helped many members achieve their dream of homeownership. We also launched new digital solutions to make banking more convenient and accessible for all members.

**Awards and Recognition** We are honored to have received multiple accolades this year, including being voted the Best Credit Union and Top Workplace Award by the Arizona Daily Star, a testament to our commitment to excellence, member satisfaction,

and recognizing our commitment to creating a positive and supportive work environment. Additionally, we are thrilled to announce that Eric Renaud, our President and CEO, received the prestigious 2024 Luminary Award for his outstanding leadership and contributions to the credit union industry. We are also proud to share that our ongoing event, The Pima Federal Golf Classic, received the CUNA Diamond Award for its excellence in community impact and event organization. These recognitions are a testament to our commitment to excellence and member satisfaction.

As we look ahead to 2025, we remain dedicated to our mission of serving you with integrity, innovation, and care. Thank you for being an integral part of the Pima Federal family. Together, we will continue to achieve great things. ■

Warm regards,



Eric H. Renaud  
President & CEO



Linda Kennedy  
Board Chair

# Supervisory Committee Report

The Supervisory Committee is an independent committee consisting of five volunteer members and is appointed by the Board of Directors from among the members of Pima Federal Credit Union. This Committee is also known as the Audit Committee. It is charged with providing oversight and ensuring the adequacy of the financial reporting, accounting, compliance, risk, and other control systems and practices. The Committee reviews all audit reports and meets monthly to discuss audit results as well and the status of management’s action on all audit recommendations. The Committee also determines whether all Board-approved policies are being adhered to and if Pima Federal Credit Union is operating in a fiscally responsible manner. The Supervisory Committee evaluates and selects the public accounting firms and other companies to perform various audits, and reports these activities and findings to the Board of Directors on a regular basis.

To fulfill its responsibilities, the Supervisory Committee:

- ▶ Engaged the services of the CPA firm DoerenMayhew to perform the annual Financial Audit and the Verification of Member accounts.
- ▶ Engaged the services of the CPA firm of Clifton Larson Allen LLP to perform quarterly internal audits and other oversight activities and regulatory compliance audits.
- ▶ Engaged the services of the CPA firm Mansperger Patterson McMullin PLC to perform the employee benefit plan audits.
- ▶ Engaged CU Business Group to review commercial loans and operations.
- ▶ Engaged Trace Security and Fortra to perform the Information Technology audits.
- ▶ Developed an annual internal audit plan, working with the Compliance Department, and obtaining input from the audit firms, the Board of Directors, and management. As the Credit Union grows to meet the needs of the membership through products and services, we adjust our audit plan accordingly.

Based on the results of the audit reports and the last examination report of the National Credit Union Administration, it is the opinion of your Supervisory Committee that Pima Federal Credit Union continues to be financially strong and well managed, with sound policies and programs.

The Supervisory Committee wishes to thank the Board of Directors, Management, and employees for their dedication to protecting member assets and operating with integrity and sound business practices. We would also like to thank our member owners for their trust in Pima Federal Credit Union. ■

Michael A. Klinicki, *Chair*





## Community Impact



**\$322,728**  
Contributed in  
Sponsorships



**2,925**  
Hours Volunteered

**\$78,000**  
Raised at the  
Pima Federal Golf Classic



**159**  
Local Organizations  
Supported

**\$10,000**  
in Education Awards to  
5 High School Seniors



**730 Students & Adults**  
Taught Financial Literacy  
(Topics included Fraud  
Prevention, Building Credit,  
Budgeting, etc.)





# Finance Committee Report

The Board Finance Committee is chaired by the Board Treasurer and includes board members selected by the Board Chair. One of the primary objectives of the Finance Committee is to oversee the management of the assets and liabilities of Pima Federal Credit Union in support of the strategic plan. This includes monitoring the financial performance, reviewing the investment portfolio, monitoring the Asset/Liability (ALM) profile, and reviewing any changes to the Credit Union's financial strategies as proposed by management.

The financial strength of your member-owned financial cooperative continues to improve year after year. The following statistics comparing the year 2023 with 2024 illustrate this point:

1. Total assets increased by \$101.5 million to a total of \$1.27 billion. This is an 8.6% increase.
2. Total deposits increased by \$117.7 million to a total of \$1.09 billion. This is a 12.1% increase.
3. Loan balances grew by \$75.9 million to a total of \$904 million. This is a 9.2% increase.
4. The loan to share ratio decreased from 85.6% to 83.15%. This means that for every dollar on deposit, the credit union has loaned out 83.15 cents. The surplus funds are invested in low-risk investments and cash on hand.
5. Capital, a measure of our financial strength and as defined by our regulator, NCUA, grew by \$14.1 million and 10.18% of assets are reported.
6. Net income was \$14.1 million, a return on asset ratio of 1.15%. This compares to a 2023 return on asset ratio of 1.44%, both very strong ratios.

Pima Federal Credit Union continues to be financially strong and will continue to offer competitive products and services to our membership. As we have experienced declining interest rates the committee carefully considered different strategies that allowed the credit union to be responsive to interest rate movements, seeking to ultimately enhance member value. As always, the credit union continues to be a steadfast provider and resource for its members. ■

Tim Dunne, *Chair*





# 2024 Balance Sheet

	December 31, 2024	December 31, 2023
<b>ASSETS</b>		
Loans to Members	\$904,246,767	\$829,630,408
Less: Allowance for Loan Losses	6,754,067	5,904,832
Net Loans Outstanding	897,492,700	823,725,576
Cash and Investments	279,941,761	262,288,304
Land and Buildings & Furniture and Equipment	24,735,257	22,682,737
NCUSIF Deposit	9,659,406	8,566,042
All Other Assets	63,660,845	56,738,801
<b>Total Assets</b>	<b>1,275,489,969</b>	<b>\$1,174,001,460</b>
<b>LIABILITIES</b>		
Total Member Shares/Deposits	1,087,262,357	969,561,707
Notes Payable	62,500,000	93,000,000
Accounts Payable and Other Liabilities	12,866,604	16,185,341
<b>Total Liabilities</b>	<b>\$1,162,628,961</b>	<b>\$1,078,747,049</b>
<b>CAPITAL</b>		
Undivided Earnings and Regular Reserves	129,784,928	115,651,295
Other Comprehensive Income & Investment Market Valuation	(16,923,920)	(20,396,883)
Total Capital	\$112,861,008	\$95,254,411
<b>Total Liabilities and Equity</b>	<b>\$1,275,489,969</b>	<b>\$1,174,001,460</b>

# 2024 Income Statement

	December 31, 2024	December 31, 2023
Interest on Loans	\$48,583,526	\$35,931,542
Interest on Investments	9,921,097	5,836,431
Total Interest Income	58,504,623	41,767,973
Dividend Expense	20,529,009	10,678,972
Funds Purchased	3,396,684	2,668,866
Total Interest Expense	23,925,694	13,347,837
Net Interest Income	34,578,930	28,420,136
Provision for Loan Loss	5,305,463	1,942,056
Net Interest Income after Provision	29,273,466	26,478,080
Fee & Other Income	13,982,010	13,670,763
Operating Expense	29,121,842	24,792,320
<b>Net Income</b>	<b>\$14,133,633</b>	<b>\$15,356,523</b>

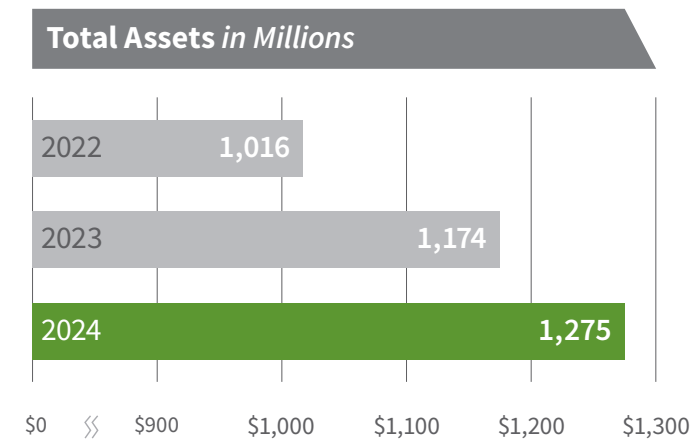
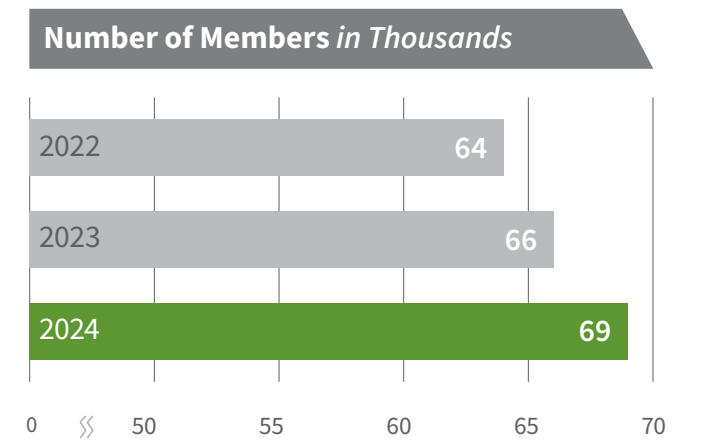
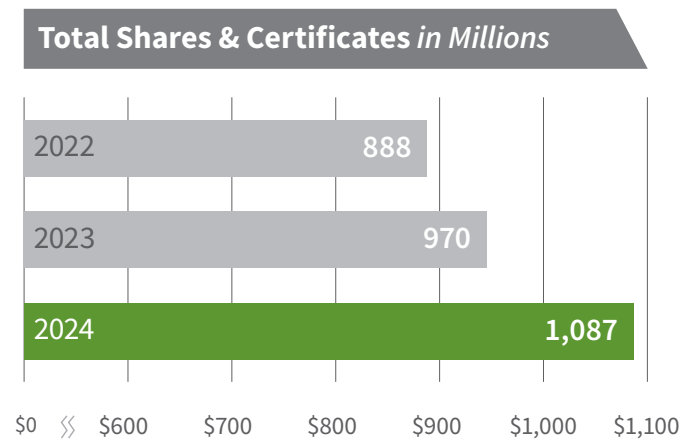
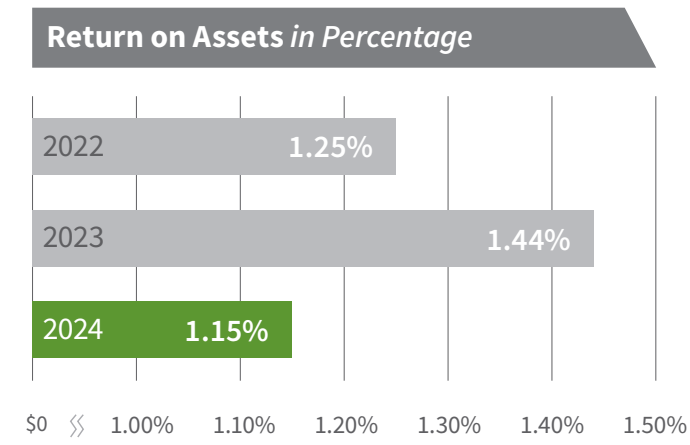
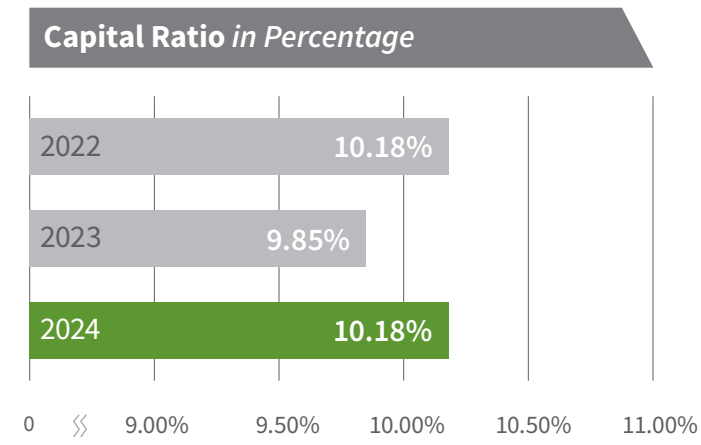
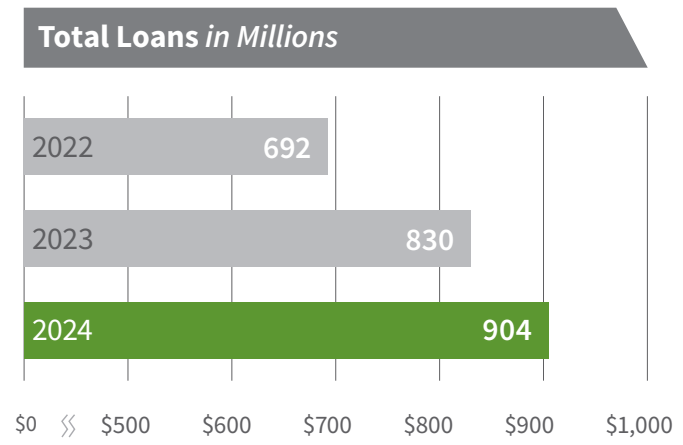


## Empowering the Future of Tucson

We were excited to contribute \$20,000 to support education through our donation to the Amphi Foundation, Sunnyside Unified School District Foundation, Flowing Wells Unified School District, and Marana Schools' 2340 Foundation. Together, we're investing in teachers, students, and a brighter community.



# 3-Year Financial Trends



## Expanding Our Reach, Strengthening Our Community

In December, Pima Federal proudly expanded by opening two new branches in Pinetop-Lakeside and Yuma, bringing our total to ten branches statewide.

We're excited to serve the members and small businesses in these growing communities and their surrounding areas.







Friends of Marty Birdman Center



Reach for it Tucson



I Am You 360



Round Valley Cares



Gospel Rescue Mission



StandUp for Kids



Miracle on 31<sup>st</sup> Street



Casas Christian School



Community Food Bank of Southern AZ



Miracle on 31<sup>st</sup> Street



White Mountain Lake  
Community Association



Southern Tucson Community Outreach

*"We just wanted to help people."*

– Dick Evans  
co-founder of Pima Federal Credit Union

## Spreading Holiday Cheer and Giving Back to Our Community

We were delighted to continue our cherished holiday tradition through the Pima Elves Gift Giving Program! This year, we proudly donated \$12,500 to 21 local non-profit organizations. Our Silverlake team helped spread holiday joy by contributing toys to Miracle on 31<sup>st</sup> Street, and Pima Federal also joined KVOA's Season for Hope drive. Thanks to the incredible generosity of our members and staff, we helped make the season brighter for those in need.



## Locations

### Stone

3730 N. Stone Ave.  
Tucson, AZ 85705

### Valencia

2455 E. Valencia Rd.  
Tucson, AZ 85706

### Silverlake

1177 W. Silverlake Rd.  
Tucson, AZ 85713

### Sahuarita

18767 S. Nogales Hwy., Suite 115  
Green Valley, AZ 85614

### Pinetop-Lakeside

20 E. White Mountain Blvd., Suite B-4  
Lakeside, AZ 85929

### Phoenix *(opened May 2025)*

645 E. Missouri Ave., Suite 108  
Phoenix, AZ 85012

### Scottsdale *(opened May 2025)*

7373 N. Scottsdale Rd., Suite A195  
Scottsdale, AZ 85253

### Thornydale

6510 N. Thornydale Rd.  
Tucson, AZ 85741

### Pantano

231 N. Pantano Rd.  
Tucson, AZ 85710

### Steam Pump

11025 N. Oracle Rd.  
Oro Valley, AZ 85737

### Springerville

830 E. Main St., Suite 170  
Springerville, AZ 85938

### Yuma

454 W. Catalina Dr.  
Yuma, AZ 85364

### Gilbert *(opened May 2025)*

1417 W. Elliot Rd.  
Gilbert, AZ 85233

### Gladden Farms

*Coming Soon!*

## Contact us

520.887.5010

[pimafederal.org](http://pimafederal.org)

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